

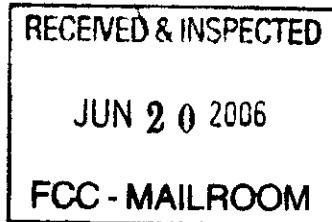
Nebraska Public Service Commission

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300 The Arcade, 1200 N Street, Lincoln, NE 68508
Post Office Box 94927, Lincoln, NE 68509-4927
Website: www.psc.state.ne.us
Phone: (402) 471-3101
Fax: (402) 471-0254

NEBRASKA CONSUMER HOTLINE:
1-800-526-0017

June 15, 2006

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Room TW-B204
Washington, DC 20554

Pam Gregory
Federal Communications Commission
Consumer & Governmental Affairs Bureau
445 12th Street, SW
Room 3-C417
Washington DC 20554
Pam.Gregory@fcc.gov

RE: TRS Consumer Complaint Log Summaries for June 1, 2005 through May 31, 2006
CG DOCKET NO. 03-123
DA 06-1175

Dear Ms. Dortch and Ms. Gregory,

The Nebraska Public Service Commission respectfully submits the enclosed complaint log alleging a violation of federal minimum standards as it relates to the provisioning of Telecommunications Relay Service. Hamilton Relay, with corporate offices located at 1001 12th Street, Aurora, NE 68818, is under contract with the State of Nebraska to provide Telecommunications Relay Service.

Hamilton tracks all complaints and all other customer service activity for the State of Nebraska. The State of Nebraska's complaint summary is associated with the following database categories:

- Miscellaneous External Complaints
- LEC External Busy
- 911 External Calls
- No Notice of How to Complain to FCC
- CA Accuracy/Spelling/Verbatim
- CA Gave Wrong Information
- CA Did Not Keep User Informed
- CA Misdialed Number

No. of Copies rec'd 074
LIST ASODE

- CA Typing Speed
- CA Typing
- Fraudulent/Harassment Call
- Confidentiality Breach
- CA Didn't Follow Policy/Procedure
- Caller ID Not Working Properly
- Improperly Handled ASL or Related Culture Issues
- Improper Use of Call Release
- Speech to Speech Call Handling Problems
- Improper Use of Speed Dialing
- Improper Handling of Three Way Calling
- Replaced CA Improperly in Middle of Call
- Improper Use of Customer Data
- Spanish to Spanish Call Handling Problems
- Ringing/No Answer
- Connect Time (TTY-Voice)
- CA Hung Up on Caller
- Miscellaneous Service Complaints
- Poor Vocal Clarity/Enunciation
- Didn't Follow Voice Mail/Recording Procedure
- Didn't Follow Emergency Call Handling Procedure
- VCO Break-Down
- Carrier of Choice not Available/Other Equal Access
- Relay Not Available 24 Hours a Day
- Line Disconnected
- Busy Signal/Blockage
- ASCII/Baudot Break-down
- HCO Break-Down
- Miscellaneous Technical Complaints
- 711 Problems
- STS Break-Down
- *CapTel* Complaints

Hamilton processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Hamilton normally provides a resolution to all complaints within 72 hours. The complaints enclosed are resolved with the exception of several equal access complaints in which the carrier involved is still working to become a carrier through relay.

Please feel free to contact myself at (402) 471-0225 or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

Sincerely,

Steven G. Stovall-Staff Accountant/Auditor
Nebraska Public Service Commission

Nebraska Relay 2006 FCC Complaint Report

6/1/05 to 5/31/06

External Complaints—Miscellaneous

Inquire Date 06/16/2005

Record ID 9518

Call Taken By Customer Service Rep

CA Number

Responded By Tina Collingham

Response Date 06/30/2005

Resolution Date

Customer called 711 from her cell phone and reached the Kansas Relay. Customer's cell phone provider is Cingular.

Customer Service apologized and explained why this might happen. Customer Service forwarded the information to the technical department. The technical department stated that this was a tower routing issue and the customer needed to contact her carrier. Customer Service contacted the customer and left a message directing the customer to contact her cell phone provider. The technical department has continued to contact the carrier. The issue is still unresolved.

External Complaints—Miscellaneous

Inquire Date 06/25/2005

Record ID 9525

Call Taken By Lead CA

CA Number

Responded By Tina Collingham

Response Date 06/27/2005

Resolution Date 06/27/2005

Customer was upset because the person she reached (the voice user) was rude to her. Customer would like credit for her call.

Lead CA attempted to explain that the relay could not give credit for a phone number and directed the customer to her long distance provider. Customer became very upset and hung up. Customer Service contacted the customer and left a message for the customer to contact the Relay in regards to this issue. There has been no further contact from the customer.

External Complaints—Miscellaneous

Inquire Date 06/30/2005

Record ID 9538

Call Taken By Customer Service Rep

CA Number

Responded By Tina Collingham

Response Date 06/30/2005

Resolution Date 06/30/2005

Customer has had difficulties dialing the toll free number. Customer states she dials about half of the number and the line disconnects.

Customer Service stated this probably was an issue with her phone line, as the customer is not able to dial out. Customer Service directed the caller to her carrier. Customer was satisfied.

External Complaints—Miscellaneous

Inquire Date 07/26/2005

Record ID 9730

Call Taken By Supervisor

CA Number

Responded By Mila Simmons

Response Date 07/26/2005

Resolution Date 07/26/2005

Customer stated she had been having trouble dialing to the relay service for some time through a PBX system. Customer started noticing it after a storm turned the PBX system off.

Supervisor suggested speaking to the telephone administrator in her office about making sure the PBX system was set correctly to reach the relay. Customer understood.

External Complaints—Miscellaneous

Inquire Date 08/09/2005

Record ID 9837

Call Taken By At the Workstation

CA Number

Responded By Vicki Hawthorne

Response Date 08/09/2005

Resolution Date 08/09/2005

Customer tried to place a call using his cell phone but the number was not identifying to the relay correctly. Customer wondered why the CA did not have his/her profile information.

Lead CA explained to the customer that the number that came into the relay was not the correct cell phone number. Lead CA stated to access the profile remotely the relay would need to know his cell phone number and pin number. Customer Service inquired about the provider information, but customer did not have this information. Lead CA directed the customer to contact his cellular provider in regards to this issue. Customer was satisfied. Customer Service has tried to contact the customer to set up remote access information, but the number that the customer gave is invalid.

External Complaints—Miscellaneous

Inquire Date 09/16/2005

Record ID 10152

Call Taken By Lead CA

CA Number

Responded By Jody Kent

Response Date 09/16/2005

Resolution Date 09/16/2005

Customer has been receiving fraudulent calls through the Illinois Relay.

Because the customer stated the calls were coming from another Relay Service Provider, Customer Service gave the appropriate Customer Service number for the other provider to the customer. Customer Service suggested that the customer contact law enforcement as that is our recommendation under these circumstances. Customer was thankful.

External Complaints—Miscellaneous

Inquire Date 10/31/2005

Record ID 10449

Call Taken By Customer Service Rep

CA Number

Responded By Tina Collingham

Response Date 10/31/2005

Resolution Date 10/31/2005

Customer was unable to contact her sister through the relay.

Customer Service dialed the telephone number and reached a recording that stated the number was disconnected. Customer Service suggested contacting her sister's local provider. Customer was satisfied.

External Complaints—Miscellaneous

Inquire Date 11/03/2005

Record ID 10529

Call Taken By Lead CA

CA Number

Responded By Jody Kent/Tina Collingham

Response Date 11/17/2005

Resolution Date 11/17/2005

Customer wanted to know how someone that is in jail can place a call to her through the relay collect, so she can connect VCO.

Lead CA explained how a collect call is processed through the workstation and gave the customer the toll free number for the voice person to access the relay. Customer Service returned a call to the customer and explained how to place a call and also directed the customer to the Nebraska Commission for the Deaf and Hard of Hearing as customer indicated the jail was not allowing the person to call her through relay. Customer was satisfied.

External Complaints—Miscellaneous

Inquire Date 01/21/2006
Record ID 10875
Call Taken By Lead CA
CA Number 3012
Responded By Tina Collingham
Response Date 01/25/2006
Resolution Date 01/25/2006

Customer has been unable to connect through the relay to his friend. Customer has been reaching a beep and then the line disconnects.

Lead CA forwarded the information to the technical department. The technical department investigated and discovered by placing test calls, that there was a problem with the friend's telephone line. Customer Service notified the customer and explained that the friend would need to contact their local telephone provider. Customer was satisfied.

External Complaints—Miscellaneous

Inquire Date 04/12/2006
Record ID 11514
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 04/14/2006
Resolution Date

Customer was unable to reach relay when dialing 7-1-1. Customer has Cox Communications as their long distance carrier.

Customer Service explained that Cox Communications is aware of this issue and Customer Service would call when issue was resolved by Cox Communications. Customer was satisfied. Issue resolved by Cox Communication on 4/14/06. Customer Service has attempted several times to return a call to customer but line has been busy.

Service Complaints--CA Accuracy/Spelling/Verbatim

Inquire Date 03/10/2006
Record ID 11237
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 03/10/2006
Resolution Date 03/10/2006

Customer stated that the CA did not read the conversation verbatim.

Customer Service apologized and stated that the CA would be counseled. CA was counseled but customer was still upset.

Service Complaints--CA Gave Wrong Information

Inquire Date 01/02/2006
Record ID 10853
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 01/03/2006
Resolution Date 01/03/2006

Customer attempted to place a call that should have been local. CA stated that the call was a long distance call.

Customer Service had the technical department investigate and discovered that it was CA error. CA assumed that since it was a call to another state, that the call was long distance. CA has been counseled and customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

*Inquire Date 08/12/2005
Record ID 9910
Call Taken By Operations Mgr
CA Number
Responded By Diane Taylor
Response Date 08/12/2005
Resolution Date 08/12/2005*

Customer has received fraudulent calls through the relay. Customer wanted to know what can be done about these calls.

Assistant Operations Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Assistant Operations Manager further explained that if the customer obtains a court order, then the records could be released to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

*Inquire Date 01/01/2006
Record ID 10810
Call Taken By Lead CA
CA Number
Responded By Chris Doyle
Response Date 01/01/2006
Resolution Date 01/01/2006*

Customer has been receiving fraudulent calls.

Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement, as that is our recommendation under these circumstances. Lead CA further explained that if the customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--
Fraudulent/Harassment Call***

*Inquire Date 04/04/2006
Record ID 11414
Call Taken By Lead CA
CA Number
Responded By Tina Collingham
Response Date 04/04/2006
Resolution Date 04/04/2006*

Customer has been receiving harassing phone calls through the relay and would like them to stop.

Lead CA contacted the customer and explained that ADA and FCC rules for functional equivalency do not allow us to block any relay calls. Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order, then we could release the call information to the Court. Customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

*Inquire Date 04/28/2006
Record ID 11555
Call Taken By Operations Mgr
CA Number
Responded By Diane Taylor
Response Date 04/28/2006
Resolution Date 04/28/2006*

Customer has been receiving fraudulent telephone calls through the relay and wanted to know what could be done about it.

Assistant Operations Manager contacted the customer and explained that ADA and FCC rules for functional equivalency do not allow us to block any relay calls. Assistant Operations Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Assistant Operations Manager explained that if the customer obtains a court order, then we could release the call information to the Court. Customer was satisfied.

***Service Complaints--
Fraudulent/Harassment Call***

Customer has been receiving fraudulent calls through the relay from Canada. Customer wanted to know what can be done about these calls.

***Inquire Date 05/03/2006
Record ID 11571
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 05/03/2006
Resolution Date 05/03/2006***

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if customer obtains a court order, then we could release the call information to the Court. Customer understood.

***Service Complaints--Didn't Follow
Policy/Procedure***

Customer stated that when she tried to place a call through the relay in a local calling area, she was told it was going to be long distance.

***Inquire Date 12/30/2005
Record ID 10781
Call Taken By Customer Service Rep
CA Number 6272
Responded By Tina Collingham
Response Date 12/30/2005
Resolution Date 12/30/2005***

Customer Service apologized and notified the technical department. The technical department discovered that this area was set up to be a local call through the relay and the CA made no attempt to dial the call or send this information to the customer. Customer Service sent an e-mail to the customer apologizing for this issue and stated that the CA had been counseled. Customer was satisfied.

***Service Complaints--Didn't Follow
Policy/Procedure***

Customer was upset because the CA stated they would have to disconnect after 30 seconds of no response while the customer retrieved another number to dial. Customer stated the CA was rude and impatient.

***Inquire Date 01/23/2006
Record ID 10876
Call Taken By Operations Mgr
CA Number 6436
Responded By Diane Taylor
Response Date 01/23/2006
Resolution Date 01/23/2006***

Assistant Operations Manager apologized to customer and stated that the CA would be counseled. Customer was satisfied and CA was counseled on following proper procedures.

***Technical Complaints--Connect Time
(TTY/Voice)***

Customer stated he/she had tried to call 711 and there was no answer. Customer wondered if there was something wrong with the relay.

***Inquire Date 07/18/2005
Record ID 9716
Call Taken By Operations Mgr
CA Number
Responded By Diane Taylor
Response Date 07/18/2005
Resolution Date 07/18/2005***

Assistant Operations Manager stated that the relay had been busy and asked the customer to please try the call again. Customer understood. Hamilton answered 89% in 10 seconds on this day.

Service Complaints--CA Hung Up on Caller

***Inquire Date 01/02/2006
Record ID 10854
Call Taken By Lead CA
CA Number 3065
Responded By Tina Collingham
Response Date 01/03/2006
Resolution Date 01/03/2006***

Customer stated that the CA typed "busy" and then hung up.

Customer Service forwarded the information to the technical department. The technical department investigated and discovered that the CA did not release the call. Call was released by the customer. Customer understood.

Service Complaints--Miscellaneous

***Inquire Date 05/02/2006
Record ID 11644
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 05/10/2006
Resolution Date 05/10/2006***

Customer was upset that the CA did not place a call to her daughter's cell phone, as it did not show a missed call. Customer stated that the number the relay had was not correct.

Customer Service apologized and forwarded the information to the technical department. The technical department discovered that the customer did not place a call through relay to that specific number on that day. Customer Service notified customer and verified call information. Customer was satisfied.

Technical Complaints--Carrier Choice not Available/Other Equal Access

***Inquire Date 06/15/2005
Record ID 9471
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 06/17/2005
Resolution Date***

Customer requested Time Warner as their long distance carrier. Time Warner is not a participating carrier through the relay.

Customer Service informed the customer that Time Warner is not a participating carrier through the relay, but that the relay is working with Time Warner on this issue. The customer chose to set up a profile with a different carrier until Time Warner is available. Profile was implemented and customer was satisfied. Since that time, Time Warner has become a participating carrier through the relay. Customer Service left a message with the customer regarding the availability of Time Warner. There has been no further contact from the customer.

Technical Complaints--Carrier Choice not Available/Other Equal Access

***Inquire Date 01/09/2006
Record ID 10857
Call Taken By
CA Number
Responded By Diane Taylor
Response Date 01/09/2006
Resolution Date 01/13/2006***

State Administrator stated that the client is unable to dial long distance through the relay. Client had requested NT&T as their long distance carrier. NT&T was not a participating carrier through the relay.

Assistant Operations Manager stated that NT&T was not a participating carrier through the relay. State Administrator contacted the carrier and referred the carrier to the relay. The technical department worked with the carrier and NT&T is now a participating carrier through the relay.

Technical Complaints--Carrier Choice not Available/Other Equal Access

Inquire Date 03/14/2006
Record ID 11344
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 03/15/2006
Resolution Date 04/05/2006

Customer requested Great Plains as their long distance carrier. Great Plains is not a participating carrier through the relay.

Customer Service explained that Great Plains was not a participating carrier through the relay. Customer Service set up a profile for the customer. The technical department worked with Great Plains, who is now a participating carrier through the relay. Customer was notified and satisfied.

Technical Complaints--Carrier Choice not Available/Other Equal Access

Inquire Date 04/19/2006
Record ID 11512
Call Taken By Customer Service Rep
CA Number
Responded By Barb Handrup
Response Date 04/20/2006
Resolution Date

Customer stated that they are disappointed that they are unable to choose their long distance carrier, Citizens Long Distance, as their carrier through CapTel.

Relay Manager has been in contact with CapTel in regards to this carrier issue. Citizen is not a participating provider with the relay, so relay has also contacted the carrier in regards to becoming a participating provider. Customer Service discovered that Citizens has changed their name to Frontier Communications and spoke to representatives in regards to this issue. Relay is still waiting for a response from the carrier.

Technical Complaints--Miscellaneous

Inquire Date 02/08/2006
Record ID 10978
Call Taken By Customer Service Rep
CA Number 3032
Responded By Tina Collingham
Response Date 02/08/2006
Resolution Date

Customer contacted Customer Service and stated that she had received "crackling" typed to her on a call through the relay. Customer asked if Customer Service heard the noise when the customer called direct. Customer Service did not notice any issues with the call.

Customer Service apologized to the customer and forwarded the information to the technical department. The technical department was unable to discover any problems, but continues to monitor the situation. Customer will contact Customer Service with any further problems. Customer has not experienced this issue again and was satisfied.

Technical Complaints--Miscellaneous

Inquire Date 05/01/2006
Record ID 11573
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 05/01/2006
Resolution Date

Customer stated they are unable to dial Qwest through the relay.

Customer Service attempted to dial the number and the call went through fine. Customer Service informed customer of the test call and to inquire if customer was receiving a busy signal, but customer disconnected. Customer Service forwarded this information to technicians as it appears the relay is unable to dial Qwest toll free numbers through relay. The technical department continues to work with Qwest to resolve this issue. The relay has found a temporary way to place these calls until the problem is resolved.

Technical Complaints--711 Problems

*Inquire Date 02/23/2006
Record ID 11093
Call Taken By Lead CA
CA Number
Responded By Chris Doyle
Response Date 02/23/2006
Resolution Date 02/28/2006*

Customer stated that she was unable to reach relay using 7-1-1 and had to dial the toll free number.

Lead CA explained that it was possible that the carrier had adjusted their switch and was unaware of the problem. Customer Service investigated and discovered that Alltel had been working on some issues and had not reset the translation number. Issue was resolved by Alltel on 2/28. Customer was contacted and satisfied.

Technical Complaints--711 Problems

*Inquire Date 02/23/2006
Record ID 11094
Call Taken By Lead CA
CA Number
Responded By Chris Doyle
Response Date 02/23/2006
Resolution Date 02/28/2006*

Customer stated that he is unable to reach 7-1-1 through the relay and continues to receive a recording: "Your call cannot be completed as dialed."

Lead CA gave the customer the toll free number to access the relay and stated that the relay had been in contact with Alltel. Alltel was able to resolve this issue on 2/28. Customer was notified and satisfied.

Technical Complaints--711 Problems

*Inquire Date 02/24/2006
Record ID 11092
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham/Gary Bussey
Response Date 02/24/2006
Resolution Date 02/28/2006*

Customer stated she could not dial 711 and get connected to the relay. Customer called back after the test call and stated that she still could not reach 7-1-1 but she could reach the toll free number.

Customer Service explained that 7-1-1 had not been working correctly in that area and that Alltel was aware of the situation. Alltel was able to resolve the issue on 2/28. Customer was notified and satisfied.

Technical Complaints--711 Problems

*Inquire Date 02/28/2006
Record ID 11087
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 02/28/2006
Resolution Date 02/28/2006*

Representative was with a customer and they were unable to reach the relay when dialing 7-1-1.

Customer Service explained Alltel was working to resolve a 7-1-1 translation issue and gave customer the toll free number to reach the relay. Alltel resolved the issue on 2/28. Customer was notified and satisfied.

Technical Complaints--711 Problems

Inquire Date 03/31/2006
Record ID 11359
Call Taken By Lead CA
CA Number
Responded By Danielle Phillips
Response Date 03/31/2006
Resolution Date 03/31/2006

Customer was having difficulties using 7-1-1. Customer could reach the relay when dialing the toll free number.

Customer declined to give any call information. The technical department investigated but was unable to discover any documented incident and placed test calls and found both lines to be operating correctly.

CapTel—Complaints

Inquire Date 12/30/2005
Record ID 10780
Call Taken By Program Mgr
CA Number
Responded By Christa Cervantes
Response Date 12/30/2005
Resolution Date 12/30/2005

Customer stated that when their client had received calls from a cell phone to their CapTel phone, the connection was lost. Customer stated that the client was frustrated that there was no one available to assist in setting up their CapTel phone.

Outreach Specialist explained that the cell phone may have lost signal and the call dropped. Outreach Specialist stated that this information would be forwarded to the National Account Manager. Outreach Specialist stated that any customer that needs help setting up CapTel equipment in their home can contact Customer Service. Customer was satisfied and will inform their client.

CapTel—Complaints

Inquire Date 02/10/2006
Record ID 11004
Call Taken By Program Mgr
CA Number
Responded By Christa Cervantes/Deb Fortman
Response Date 02/10/2006
Resolution Date 02/10/2006

Customer stated that her husband uses CapTel and has been unable to dial long distance. When the customer uses the CapTel phone as a hearing party, there are no problems dialing long distance.

Outreach Specialist forwarded this complaint to CapTel Customer Service. CapTel Customer Service contacted the customer and was able to resolve this issue.

CapTel—Complaints

Inquire Date 03/29/2006
Record ID 11264
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham
Response Date 03/29/2006
Resolution Date 03/29/2006

Customer had questions about a bill he received when placing relay calls. Customer was very upset that he received a very high bill the past 2 months from AT&T. Customer stated his carrier is MCI.

Customer Service discovered that the customer uses CapTel service. Customer Service explained why the customer received the bill from AT&T. Customer Service offered to contact CapTel for this customer and set up a profile for his long distance carrier. Customer was satisfied and CapTel was notified of this issue. Customer Service set up a profile with CapTel.

CapTel—Complaints

Inquire Date 04/03/2006
Record ID 11513
Call Taken By Customer Service Rep
CA Number
Responded By Tina Collingham/Pam
Response Date 04/03/2006
Resolution Date

Customer stated that she changed phone companies and would like to set up Cox Communications as her long distance carrier through CapTel.

Customer Service stated she would contact Cox Communication for customer and have CapTel contact her. CapTel worked with Cox Communications to become a participating carrier. Customer was contacted by CapTel and customer was satisfied.

CapTel—Complaints

Customer stated she has a client that would like to use Alltel for long distance through the CapTel service.

Inquire Date 04/18/2006

Record ID 11470

Call Taken By Customer Service Rep

CA Number

Responded By Tina Collingham

Response Date 04/18/2006

Resolution Date 04/19/2006

Customer Service forwarded this request to CapTel. Customer Service stated that if customer's client receives an incorrect bill through CapTel to have client contact Nebraska Relay. Customer appreciated the help.

CapTel—Complaints

Disconnect/Reconnect during calls

Inquire Date 12/08/2006

Record ID CT 2161

Call Taken By Customer Service Rep KM

CA Number

Responded By KM

Response Date 12/20/2005

Resolution Date

Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.

CapTel—Complaints

Disconnect/Reconnect during calls

Inquire Date 01/04/2006

Record ID CT 2227

Call Taken By Customer Service Rep KM

CA Number

Responded By KM

Response Date 01/04/2006

Resolution Date 01/04/2006

Advised customer to connect CapTel telephone directly to telephone wall jack rather than to another device. This resolved incidence.

CapTel—Complaints

Echo Sounds - CapTel user hears

Inquire Date 02/21/2006

Record ID CT 2827

Call Taken By Customer Service Rep MMo

CA Number

Responded By MMo

Response Date 02/21/2006

Resolution Date 02/21/2006

Provided customer with suggestions to minimize echo sounds and optimize general sound quality on CapTel phone.

CapTel—Complaints

Billing -- General

Inquire Date 02/27/2006

Record ID CT 2785

Call Taken By Customer Service Rep KM

CA Number

Responded By KM

Response Date 02/27/2006

Resolution Date 02/27/2006

Customer unable to make long distance calls (Carrier denying call). Assigned a preferred carrier of choice. This resolved the problem.

CapTel—Complaints

Dialing Issue - Unable to dial regional 800 number

Inquire Date 03/16/2006

Technical support entered equivalent telephone number into database.

Record ID CT 3402

Call Taken By Customer Service Rep KM

CA Number

Responded By KM

Response Date 03/16/2006

Resolution Date 03/16/2006

CapTel—Complaints

Disconnect/Reconnect during calls

Inquire Date 03/21/2006

Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.

Record ID CT 3613

Call Taken By Customer Service Rep DF

CA Number

Responded By DF

Response Date 03/21/2006

Resolution Date 03/21/2006
